Help Desk Support
Job Aid

How to contact support

You can reach out to our support team via email or phone.

Help Desk Phone: **702.285.3277**

Email: **helpdesk@contexture.org**

What should be included in your request

Access Help Desk admin user portal:

https://contexturehdu.my.site.com/ContextureHelpDesk/s/login/

Non-Help Desk User email: **helpdesk@contexture.org**

Please provide documentation and/or screenshots of errors. The more information you provide, the faster we can assist with your request. Place PHI in the PHI section of the case.

What to expect when contacting support

- A triage, depending on the case.

- The Help Desk will create a case and a case number will be provided for you to track your case.

- Your case will be assigned and worked on based on priority.

- Expected resolution time can range from 24 hours to five days.

- Resolution can take longer if the case is escalated for further troubleshooting or investigations.

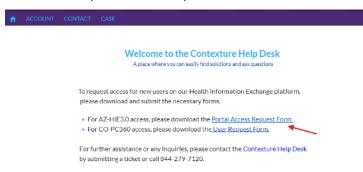### Examples of priority cases and response time

Critical Service Request	Critical	1 hour from receipt of request
User Deactivation	High	24 hours from receipt
Contact Sheets	Medium	2 - 5 business days from receipt
Manual Opt Outs	Low	5 - 10 business days from assignment

What to expect if your case is escalated to another team

A Help Desk representative will escalate the case to the appropriate team. If you reply to an email regarding your case, the escalation team will receive the response.

How to add new users to the portal

Once you have received your Help Desk login credentials, you will need to access your account and click on the correct form based on the system to which you need access.

How to submit other case requests

When creating a case, make sure all mandatory fields are completed before saving the request.

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